



Standard edition

ComplaintTracker

manage customer complaints



Getting Started_(Trial Edition)

Quick start guide for ComplaintTracker Standard Edition

1

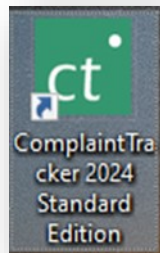
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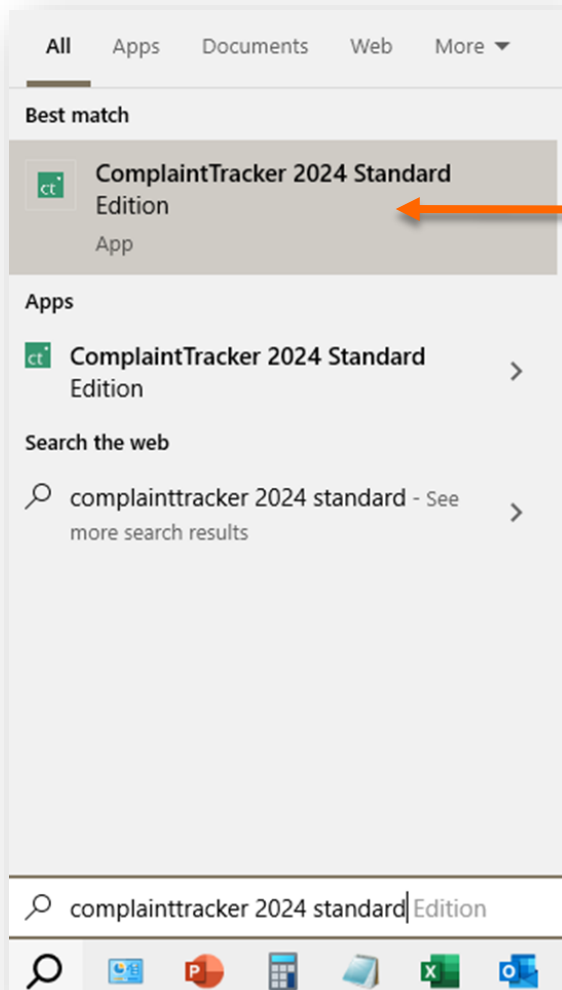
2

LOGIN



Double Click on **ComplaintTracker** icon, on your desktop.

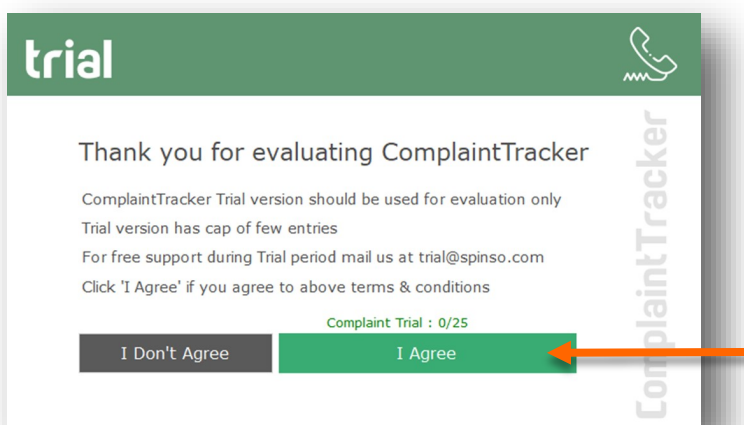
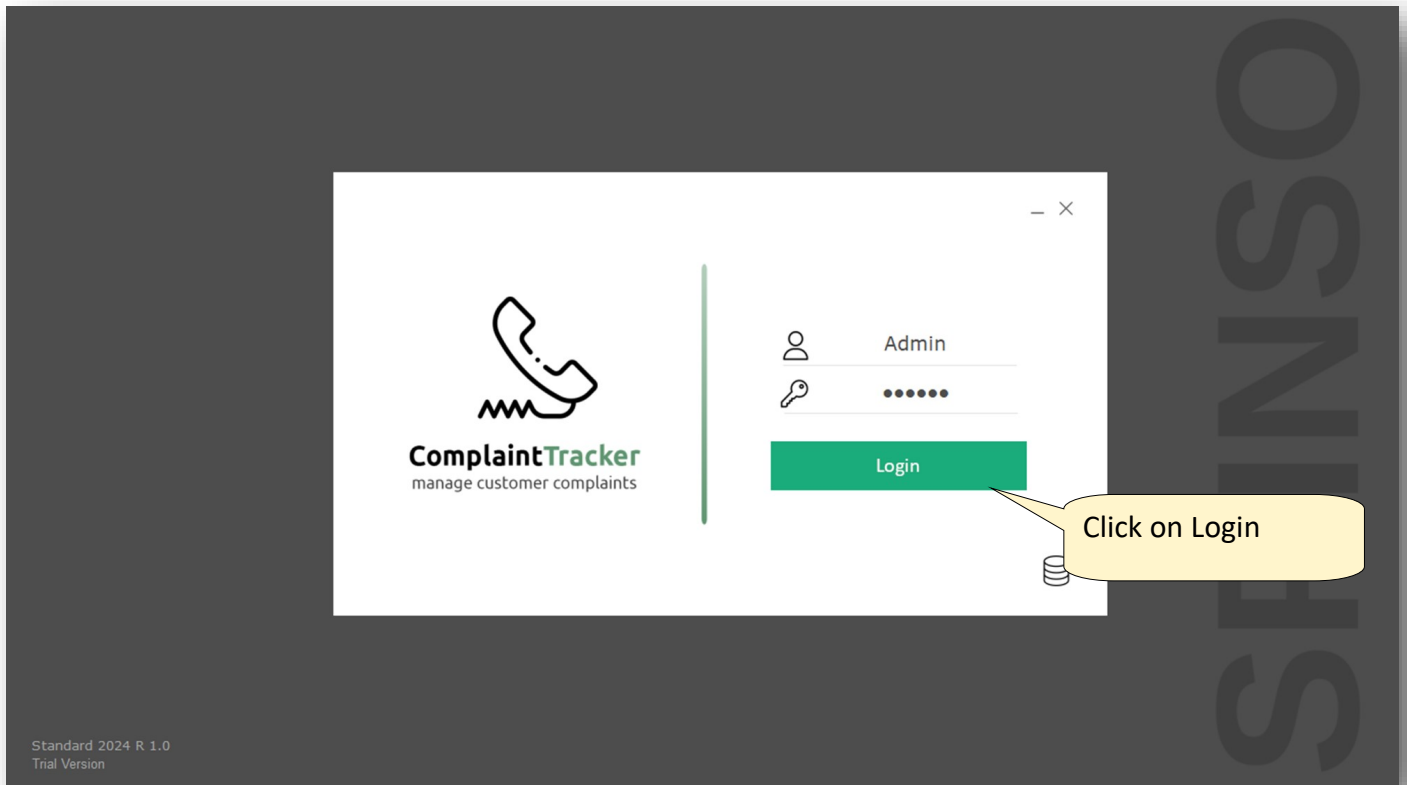
or



You can also launch the application from
Start - Program Files - Spinso - ComplaintTracker

Default login details:

- User Name : **admin**
- Password : **spinso**

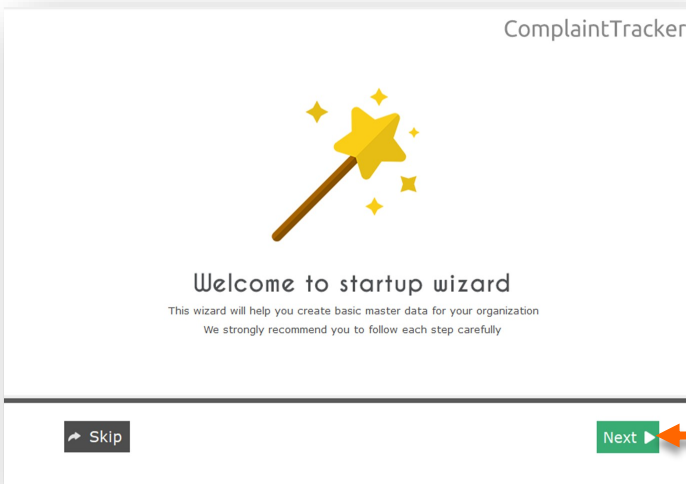


Click on I Agree

3

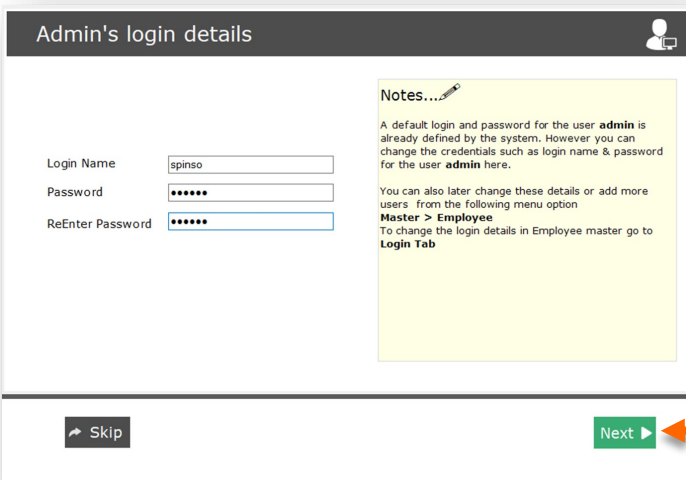
WIZARD

- The wizard screen lets you quickly enter basic details required to create master's data like Employees, Products, Brands etc. so that you can immediately start adding Complaints.
- This screen will appear only once when you login to the system for first time.
- Data entered through wizard can be seen in Master screen. You can also add or modify these details later in the respective master's screens.
- Here we are using IT and Networking as an example for Business type. Kindly choose a Business type that is appropriate for your business.



1

Click on **Next**.



2

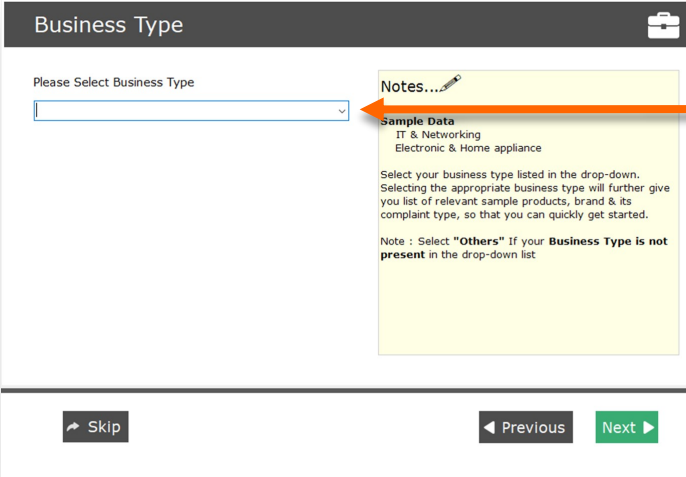
Here, change Admin's Login Name & Password.

The new login name & Password will be used for your next login. Hence, kindly keep a note of these details.

Click on **Next**.

3

Click on the list.



Business Type

Please Select Business Type

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

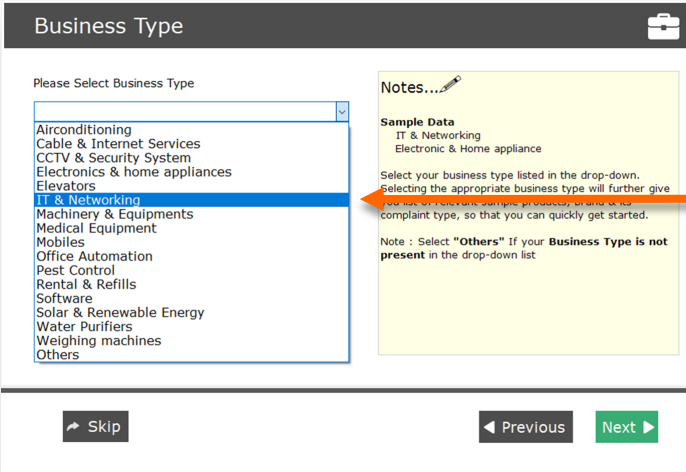
Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

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4

Select your business type from the list.



Business Type

Please Select Business Type

Airconditioning
Cable & Internet Services
CCTV & Security System
Electronics & home appliances
Elevators
IT & Networking
Machinery & Equipments
Medical Equipment
Mobiles
Office Automation
Pest Control
Rental & Refills
Software
Solar & Renewable Energy
Water Purifiers
Weighing machines
Others

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

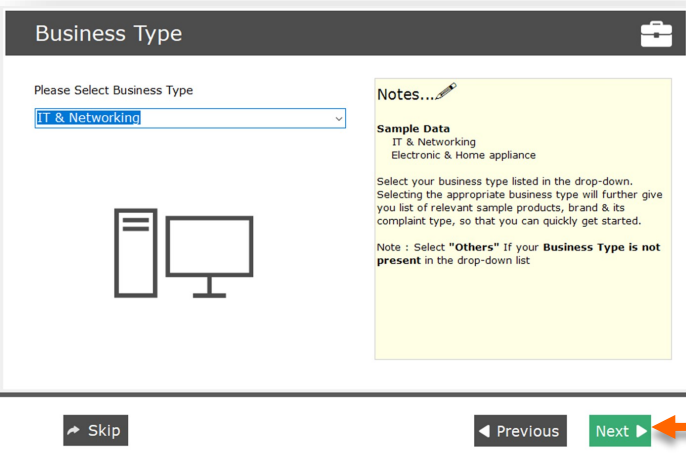
Note : Select "Others" If your **Business Type is not present** in the drop-down list

Skip Previous Next

Here, we are using IT and Networking as an example for Business type. Kindly choose a Business type that is appropriate for your business.

5

Click on Next.



Business Type

Please Select Business Type

IT & Networking

Notes...

Sample Data
IT & Networking
Electronic & Home appliance

Select your business type listed in the drop-down. Selecting the appropriate business type will further give you list of relevant sample products, brand & its complaint type, so that you can quickly get started.

Note : Select "Others" If your **Business Type is not present** in the drop-down list

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Employee

Please Enter Employee Name

Alex Fernandez
Neil DSouza
Mark Wilson

* Enter each employee in a new line

Notes...

Sample Data
John Smith
Rita Singh

Each employee should be entered in a new line

In the above example by default **login name** and **password** assigned to both the employees, would be john & rita respectively.
However, you have the option to change the login and password later from menu option **Master > Employee**

Note : By default **first name** would be used for Login and Password

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6

Enter employee name here, each name in a new line.
Click on **Next**.

Product Category

Please Enter Product Name

All-in-one Printers
CCTV
Desktop
Inkjet Printers
Laptops
Laser Printers
Projector
Server
Software
Tablets

* Enter each Product in a new line

Notes...

You can define the product here followed by the rate.

Each product should be added in a new line.

Later the product can be defined by the user having admin access through the following menu option **Master > Product**

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7

Enter Product here, each name in a new line.
Click on **Next**.

Brand

Please Enter Brand Name

HP
Acer
Brother
Canon
Compaq
Dell
Epson
Lenovo
LG
Zenith

* Enter each Brand in a new line

Notes...

You can define the Brand.

Each brand should be added in a new line.

Later the brand can be defined by the user having admin access through the following menu option **Master > Brand**

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Enter Brand's name here, each name in a new line.
Click on **Next**.

Complaint Type

Please Enter Complaint Type

- Deep Sound
- Connectivity Issue
- Display problem
- Does not switch on
- Noise
- Paper jam
- System Crash
- Virus

* Enter each Complaint in a new line

Notes....

Define the Complaint Type for your complaint.

You can add each Complaint Type in a new line.

However you can later add or manipulate the Complaint Type from the following menu option
Master > Parameters

Select the type "Complaint Type" and add the required Complaint Types.

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9 Enter Complaint type here, each type in a new line. Click on **Next**.

Report Title

Name

Address

Contact

Tax No

Notes....


Enter your details like Name, Address, Contact & Tax No, this option is used as report title for printing.

These details can be changed later from the following menu option.
Admin > Settings > Report Title

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10 Customize your Reports by entering Report Title here. Click on **Next**.

ComplaintTracker



We thank you for choosing ComplaintTracker

For free support during trial period you can mail us at: trial@spinso.com

After you click on finish the selected data would get generated into the system

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[Finish](#)

11 Click on **Finish**.

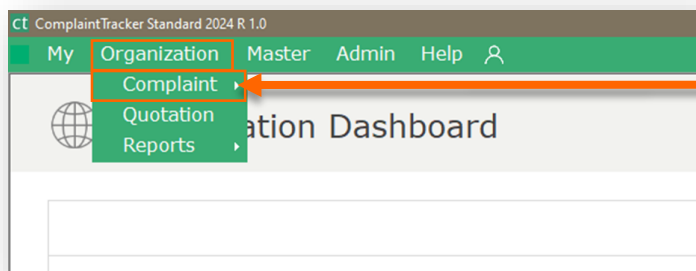
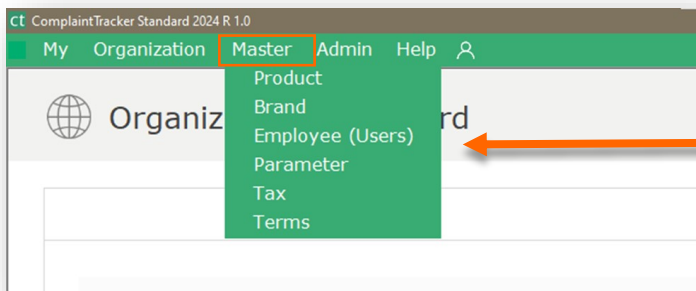


Wizard is completed

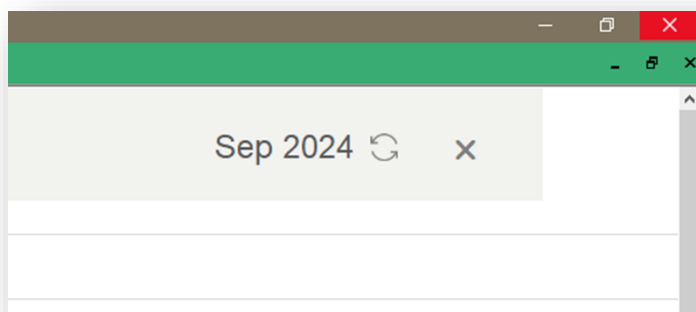
Next Step: To view the data entered in the wizard refer the following steps

Note: If you wish to change or update wizard.

- **Master** → **Product**; to add/edit Product's name or price, etc.
- **Master** → **Brand**; to add/edit brand's name and basic information.
- **Master** → **Employee**; to add/edit employee's name or password.
- **Master** → **Parameter**; to add/edit Complaint Type.
- **Master** → **Tax**; to add/edit tax with amount, percentage.
- **Master** → **Terms**; to enter terms and conditions.



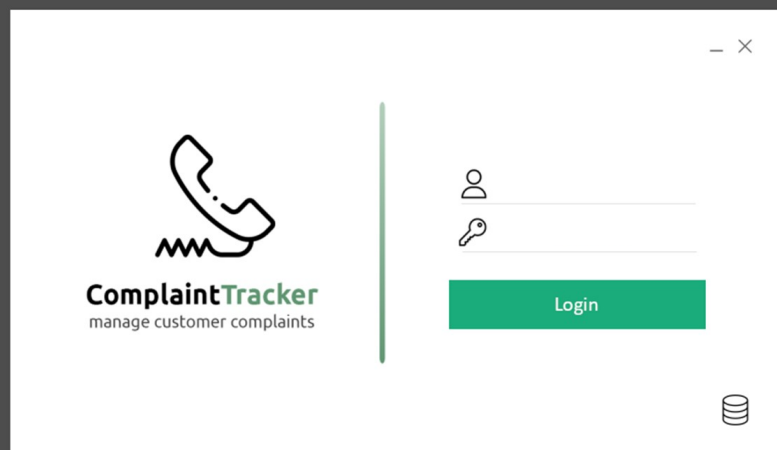
You can immediately start adding Complaints from **Organization** → **Complaint**



Click on this exit button to close the application.

4 Re-Login

The next time, you login to our system, enter your new login credentials.



Standard 2024 R 1.0
Trial Version

Thank you

For more information

Kindly Call us or WhatsApp +91.99 201 401 00 for any queries.

For more info visit: spinso.com

Next step



First Complaint

how to quickly enter your first Complaint in ComplaintTracker Standard

[CT STD Entering-First-Complaint.pdf](#)

SPINSO

Celebrating

25

years in business

Other software products



SalesTracker

manage leads & follow-ups



ServiceDesk

manage warranties & AMC



TimeTracker

manage timesheet & approvals



QuotationTracker

create professional quotation

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